Testimony of

The Honorable Terrance W. Gainer

Sergeant at Arms and Doorkeeper of the Senate

Before the

Subcommittee on the Legislative Branch

Committee on Appropriations

United States Senate

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Introduction

Madam Chairwoman and Members of the Subcommittee, thank you for inviting me to testify before you today. I am pleased to report on the progress the Office of the Senate Sergeant at Arms (SAA) has made over the past year and our plans to enhance our contributions to the Senate in the coming year.

For Fiscal Year 2014, the Sergeant at Arms respectfully requests a total budget of \$188,000,000. This is a decrease of \$5 million, or 3 percent below the Fiscal Year 2013 enacted level. Madam Chairwoman, as you know, we are currently operating at a 5% reduction below last year's funding level. This budget reflects reductions necessary for us to operate at the levels called for by sequestration. Since 2010, our budget has been reduced by over \$36 million, or 16%, on an annual basis. Cumulatively, our budget has been reduced by over \$90 million since 2010. These are substantial reductions and are reflected in fewer service offerings and asset replacements, and less timely service delivery. We understand the tremendous economic challenges this committee is facing and we are committed to doing our part to reduce costs and streamline our operations.

As you know, we recently completed a Voluntary Separation Incentive program that enabled us to reduce staffing by 52, saving us \$5 million per year in salary costs. These savings go a long way to meet the reductions in salary expenses called for by sequestration for FY 2013 and FY 2014. Introducing a voluntary separation plan also enabled us to keep involuntary terminations to a minimum. Our challenge for the remainder of the year is to minimize the impact of this staffing reduction on services to the Members.

Although we have taken extraordinary steps to mitigate the impact of these reductions, continued decreases in our budget have had an adverse effect on the way we support our customers, especially in the areas of information and communications technology. We have had to reduce services, scale back allocations, and reduce our subsidies for some services, as well as defer the capital improvements that are required to keep pace with continued demands for improved technology. "Less" is the order of the day.

In developing our proposed Fiscal Year 2014 budget and our operating plans, we are guided by the fiscal realities of sequestration and the need to strike the right balance in our priorities. These priorities include ensuring the United States Senate is as secure and prepared for an emergency as possible, and providing the Senate with outstanding service and support, including the enhanced use of technology. Within these broad areas, we are nevertheless reducing our capabilities and services. We trust that the Senate community will support us, as all of our budgets are being reduced.

We had major successes in a number of key areas over the last year. In information technology, for example, the continuation of our server virtualization efforts allowed us to reduce energy, maintenance, and support costs by running more than 855 servers in a virtual environment. Our Help Desk team continued to perform extremely well, with a customer satisfaction rating of more than 99% at the very satisfactory or

excellent level. We completed our telecommunications modernization effort and the carrier has removed the old telephone system. In the year since we first moved phones onto the new Watson system, we have processed almost 42 million telephone calls. This year we will evaluate the costs and savings associated with expanding the service to state offices. In addition, we successfully processed 306 million e-mail messages during calendar year 2012, while protecting our customers from spam and malicious messages. We also completed the consolidation of our e-mail, mobility, and network authentication systems, which has yielded improved functionality and a reduction of over \$500,000 in yearly contractor support costs. We continued to update and expand the tools that Senators and staff can use to stay connected with each other and their constituents—supporting the latest Apple and BlackBerry smartphones and tablets and enhancing the user experience. Improvements in the integration of iPhone and iPad devices with the Senate infrastructure include being able to manipulate attachments to calendar items, access to Outlook tasks, and the ability to capture and attach photos from within the secure e-mail client.

We will soon provide the ability for you to synchronize your data with all the devices you use from any Internet-connected desktop, laptop, tablet, or smartphone. We upgraded our already robust video conferencing capabilities to make them significantly more reliable and resilient in the event of a catastrophic event. We also continued to evaluate new equipment and vendors to ensure that office equipment offerings stay current. Some examples include adding mailing equipment from a new vendor to provide the option of procuring smaller machines; adding devices from another mobile communications vendor, T-Mobile, to provide a different service plan for international travel; and re-competing the imaging equipment contracts, resulting in newer models and better pricing. In addition, a new project is under way to provide office administrators with the ability to update the person and location associated with a specific piece of equipment, and enhanced workflows allowing staff to trace their requests for repairs, moves, reassignments, returns to stock, inaccuracy alerts and lost/stolen equipment reports

We also improved our information technology security posture, so that the Senate has not suffered any major compromises of information security. But, again, continued reductions in our budget have had an adverse effect on the way we support our customers with information and communications technology.

For our Capitol Operations team, 2012 was another busy and productive year serving Senators and their staffs, visitors to the Capitol, members of the news media who cover Congress, and the broader public who have a fundamental interest in knowing what the Senate does. Using both traditional and new media, as well as good old-fashioned customer service, Capitol Operations helped to bring people to the Senate—and to bring the Senate to the people across the country and around the world.

Last year, for example, the Senate Recording Studio provided 930 hours of gavel-to-gavel coverage of Senate Floor proceedings, as well as broadcast coverage of 547 Senate committee hearings. Additionally, our team of professionals produced nearly 900 shows from our television studios, enabling Senators here in D.C. to communicate directly and more efficiently with their constituents back home.

For our in-person visitors, our Doorkeepers assisted more than 186,000 people who visited the Senate Gallery to witness Senate proceedings in person. Additionally, our Senate Appointment Desks personnel helped to screen and process close to 178,000 visitors to the Capitol during 2012. Our four media galleries issued credentials to thousands of news media personnel, including reporters who covered the 57th Presidential Inauguration, the nominating conventions in Tampa and Charlotte, major committee hearings and special events, and the Senate on an everyday basis.

Our Continuity and Emergency Preparedness Operations staff completed over 20 exercises, tabletops, tests, and guided discussions in 2012, covering all aspects of emergency response including primary and alternate emergency operations centers, Chamber protective actions, briefing center transportation, contingency telecommuting, evacuation, internal relocation, shelter-in-place, mass casualty response, alert notification, continuity of government, and alternate office space operations. Last year, they also developed requirements for an informational website that will be activated during a large-scale emergency and provide event and individual accountability information to family and friends of staff and visitors.

Our Printing, Graphics and Direct Mail department garnered notable savings for the Senate last year. More than \$1.2 million was saved in postage costs by pre-sorting 6.9 million pieces of outgoing Senate franked mail. Another \$72,820 in postage was saved by using new software to identify 161,822 undeliverable addresses before they were introduced into the United States Postal Service mail stream. And we saved approximately \$696,000 by producing 7,731 charts in-house for Senate Floor proceedings, committee hearings, and special events.

These are just a few examples of how the SAA continues to respond to the challenges of more activity and more demands with reduced resources. Our customer satisfaction levels remain high. As you can see, the Sergeant at Arms team continually works toward the vision of our Strategic Plan: *Exceptional Public Service...Exceeding the Expected*.

Leading the efforts of the Office of the Sergeant at Arms is an outstanding senior management team including Drew Willison, who recently returned to the SAA to serve as my Deputy; Republican Liaison Mason Wiggins; General Counsel Terrence Liley; Legislative Liaison Nancy Olkewicz; Assistant Sergeant at Arms for Continuity and Emergency Preparedness Operations Rich Majauskas; Assistant Sergeant at Arms for Intelligence and Protective Services Mike Stenger; Assistant Sergeant at Arms and Chief Information Officer Kimball Winn; Assistant Sergeant at Arms for Operations Bret Swanson; Deputy

Assistant Sergeant at Arms for Capitol Operations Kevin Morison; and Chief Financial Officer Chris Dey. The many goals and accomplishments set forth in this testimony would not have been possible without this team's leadership and commitment, as well as the dedication of the women and men who work for these leaders.

CONTINUITY AND EMERGENCY PREPAREDNESS OPERATIONS

We are grateful for our relationship with the United States Capitol Police (USCP). Serving as Chairman of the Capitol Police Board this year, I value the input of the other members of the Board: House Sergeant at Arms Paul Irving, Architect of the Capitol Stephen Ayers, and newly-appointed Chief Kim Dine, who is an *ex officio* member of the Board.

The Office of the Sergeant at Arms also works with other organizations that support the Senate. I would like to take this opportunity to mention how important their contributions have been in helping us achieve our objectives. In particular, we work regularly with the Secretary of the Senate, the Architect of the Capitol, and the Office of the Attending Physician. When appropriate, we coordinate our efforts with the United States House of Representatives and the agencies of the Executive and Judicial Branches. I am impressed by the people with whom we work and greatly appreciate the quality of the relationships we have built together.

I am very proud of all the men and women of the Sergeant at Arms team who help keep the Senate running. While serving as Sergeant at Arms, I have seen their great work and devotion to this institution. Our employees are among the most committed and creative in government.

As always, my staff and I are grateful for the support and guidance of your subcommittee, the full committee, and the Senate Committee on Rules and Administration.

EMERGENCY PLANNING

Our emergency plans and procedures are designed to ensure the safety of Senators, staff, and visitors within our facilities and to equip them with the necessary tools for responding to emergency situations. Throughout 2012, we remained committed to improving life safety and emergency procedures using best industry practices, lessons learned, and scheduled events. We continued to make significant strides to ensure staff preparedness through enhanced Emergency Action Plans, mobility-impaired evacuation procedures, internal relocation and shelter-in-place protocols, and the annual Chamber Protective Actions exercise.

The central document that reflects our preparedness efforts across the Senate is the Emergency Action Plan. Each Senator's office possessed a customized plan based on its unique circumstances and needs in 2012. Over 61% of these plans were reviewed and validated using guidelines set forth by the Occupational Safety and Health Administration and the Congressional Accountability Act. The remaining 39% of Emergency Action Plans were in various levels of verification or completion at the end of the year. We worked closely with Office Emergency Coordinators (OECs) to update 198 plans of the 250 plans maintained Senate-wide to ensure each plan's accuracy. This effort involved extensive coordination with each OEC, installing and transferring emergency equipment, and training office staff. During the past year, a significant percentage of Senators changed their hideaway locations, resulting in our staff reconfirming primary and secondary evacuation routes and deploying additional emergency equipment. All Senators' offices currently have a hideaway Emergency Action Plan and 46 of those plans have been finalized. We will continue working with OECs to reach 100% validation for all office and hideaway Emergency Action Plans.

The protection and preparedness of Senators, staff, and visitors within the Senate Chamber continues to be one of our main focus areas. Each year we conduct a full-scale exercise to test and validate the *Chamber Protective Actions Guide*, which serves as the collective Chamber Emergency Action Plan. This guide serves as a comprehensive summary of the actions each organization will take if individuals in the Chamber are required to evacuate, shelter-in-place, relocate, or don escape hoods. The 2012 exercise addressed evacuation due to an AIRCON threat and procedures to shelter-in-place. Additional areas of emphasis included demonstrating the use of emergency escape hoods, setup of portable comfort stations, preparing the Capitol Visitor Center Gallery check-in room, activating the fourth floor ALERTUS notification system, and transporting mobility-impaired Senators to the Briefing Center during AIRCON evacuations. As a result of the exercise, we reconfigured the ALERTUS system for faster fourth floor notifications to provide additional evacuation times. Staff from 25 Senators' offices participated in the exercise to observe Chamber emergency procedures and provide insight to their Senator and Chief of Staff during an emergency.

Emergency Communications and Accountability

We continue to improve notification and communication programs to ensure devices and systems are ready to support the Senate during local or large-scale emergencies. The Accountability and Emergency Roster System (ALERTS) is the primary alert and notification system with a single interface for delivering emergency e-mail, PIN, and voice messages to the Senate community. Throughout 2012, the ALERTS database was purged to reduce the number of unassigned staff members from over 251 to less than 158, resulting in a 63% improvement rate.

We conducted monthly emergency notification tests for staff and biannual tests for Senators in conjunction with the United States Capitol Police (USCP), Secretary of the Senate, party secretaries, and other stakeholders. These tests are designed to ensure our emergency messaging systems are reaching intended recipients and that designated staff understand how to activate each system. Monthly communications tests were also held with Executive Branch agencies to verify contact information between continuity sites. Video teleconferencing equipment continues to be tested on a monthly basis at various Senate contingency sites. Additionally, secure and unsecure satellite phones, the Wireless Priority Service, and the Government Emergency Telecommunications Service are all tested during quarterly contingency communications tests. This requires key staff to utilize their emergency communication devices during testing to ensure their understanding of procedures and equipment functionality.

We procured and installed a contingency radio system to provide radio coverage throughout Capitol Hill in 2012. The system is used by Sergeant at Arms and Secretary of the Senate staff who have responsibilities during emergencies and special events. Although the ability to communicate via cellular phones, e-mail, and text messaging can be severely degraded during large-scale emergencies, the new radio system is not impacted, allowing staff to coordinate activities that directly support the Senate's ability to operate in an emergency and continue its essential functions.

We continue to support staff accountability operations with USCP at assembly areas through the deployment of tablets and laptops, remote check-in procedures, Personal Identification Number Office Emergency Coordinator messaging, and CEPO accountability desk activation. We regularly train OECs on remote check-in procedures at assembly areas to emphasize the importance of staff accountability and have achieved over an 89% reporting rate for the Hart, Dirksen and Russell Senate office building drills this year. In 2012, we developed requirements for an informational website that will be activated during a large

scale emergency and provide event and individual accountability information to family and friends of staff and visitors. Ideally, people will be directed to this site instead of overwhelming the Senate switchboard with phone calls.

During the past year, CEPO provided staff in the USCP Command Center after normal business hours whenever the Senate was in session and during emergency incidents and special events. These staff members were trained to use the Senate Dialogic and Chyron systems to assist USCP as necessary and provide senior leadership with amplifying information regarding ongoing events. The Dialogic communicator system was upgraded this year to improve voice messaging connectivity to desk and mobile phones, and the Chyron cable television alert system was upgraded to improve broadcast message capabilities over digital and high definition channels. We are developing a new Chyron Web interface to improve our ability to quickly edit, review, and release alert messages to the Senate community. As a result of our collaborative efforts, the House of Representatives recently opted to use this new Web interface for their emergency messaging.

We continue to administer and improve WebEOC, a crisis information management application utilized by the Senate Emergency Operations Center (EOC) during emergencies and special events. Standard network credentials for personnel were integrated with WebEOC to improve accessibility. As a result of recent system upgrades, WebEOC users can now enter information and send e-mails without having to switch between separate applications. We continue to administer WebFusion to promote collaboration between Senate, House of Representatives, Government Accountability Office, and Architect of the Capitol (AOC) emergency managers by allowing seamless information sharing across networks. WebFusion also allows Legislative Branch users to connect with Executive Branch, local, and state emergency managers throughout the National Capital Region (NCR). A new WebEOC administrator information board was

developed by the Senate to improve communications between federal WebEOC users and was later adopted by local and state WebEOC administrators in the NCR. In 2012, WebEOC was used at the presidential nominating conventions to improve situational awareness for Sergeant at Arms staff supporting emergency communications in the deployed USCP Command Center.

Training and Equipment

Training and outreach programs are designed to provide interactive classroom and personalized instruction to the Senate community. These valuable programs provide a wealth of preparedness and life safety awareness information to enhance office and personnel preparedness. This year, we conducted 226 training sessions on a variety of preparedness topics with over 4,900 staff participants. A highlight of this year's training program includes the successful rollout of the *Responding to an Active Shooter* program in collaboration with USCP. The Office Emergency Coordinator certificate program continues to recognize staff who enhance their professional knowledge and readiness by completing requisite emergency preparedness training courses. We were pleased to award 15 OEC certificates in 2012.

The culmination of our emergency preparedness training and outreach programs is the Senate's annual National Preparedness Day Fair, held each September as part of National Preparedness Month. This event invites members of the NCR emergency management community to display unique operational equipment, provide program capability awareness training, and demonstrate new products. More than a dozen regional emergency preparedness partners participated in this year's event. Chris Geldart, Director of the District of Columbia Homeland Security and Emergency Management Agency, was our 2012 keynote speaker.

Our continued management and support of emergency protection and communication equipment in each Senate office has been one of the keys to our preparedness posture. Each office is issued emergency escape hoods, emergency supply kits, and wireless emergency annunciators. Wireless emergency annunciators allow offices to receive situational updates and USCP notifications to evacuate buildings, shelter-in-place, or deploy to their designated internal relocation site. Our office ensures functionality of equipment through an extensive annual inventory that replaces expired and faulty items. Over 268 offices and 28,700 pieces of equipment were inventoried in the past year.

We updated the *Roadmap to Readiness* for the 113th Congress to include modified emergency procedures and active shooter information. The comprehensive guide is designed to provide offices with the necessary tools to create emergency plans and train staff in Washington, D.C., and state offices. We developed a new online training class on earthquake preparedness in addition to updating several other classes, allowing staff to educate themselves from the convenience of their desktops. We developed a pocket-sized *Hazard Guide* for Senate-wide distribution on how to prepare for an emergency and the protective actions needed to mitigate an emergency's impact.

The Senate Emergency Operations Center is utilized during emergencies and special events to coordinate information, resources, and response efforts. Training for EOC staff is critical to understanding assigned roles and responsibilities. Two exercises and several training classes were conducted to provide staff with opportunities to improve their skills. Additionally, "Take at Your Desk" exercises are e-mailed several times a year for staff to practice using the software for managing emergency information.

Exercises

We continue to manage a comprehensive exercise program structured to ensure Senate plans are practiced and validated regularly. The Test, Training, and Exercise (TT&E) program we administer validates our ability to respond in times of crisis as well as identifies areas where better planning and procedures would

be beneficial. It is important each organization knows and is able to execute its respective tasks. A viable Senate TT&E program provides training and includes the practice of individual and group responsibilities. Our program is outlined in an annual guidance document coordinated with stakeholders and jointly signed by the Secretary of the Senate and me. This document provides overarching guidance for three TT&E program areas:

- A six-year exercise program that focuses on areas relating to our key capabilities;
- Recurring TT&E support activities throughout the year; and
- A calendar of annual exercises that reflects contingency program goals and objectives.

During 2012, we collaborated with the Secretary of the Senate to lead several joint exercises with the USCP, AOC, Office of Attending Physician, party secretaries, and other key Congressional stakeholders. Primary among these were the Chamber Protective Actions, Briefing Center, and Alternate Office Space exercises. This year we also participated in a National Level Exercise focused on cyber-attacks to Washington, D.C., infrastructure. This year, for the first time, we conducted shelter-in-place and internal relocation drills involving staff in the Senate office buildings. We completed over 20 exercises, tabletops, tests, and guided discussions in 2012, covering all aspects of emergency response including primary and alternate emergency operations centers, Chamber protective actions, briefing center transportation, contingency telecommuting, evacuation, internal relocation, shelter-in-place, mass casualty response, alert notification, continuity of government, and alternate office space operations. An offsite EOC exercise was conducted to test our ability to quickly move staff to a distant location away from Capitol Hill and maintain Senate operations.

The general exercise format includes functional capabilities demonstrations and tabletop scenarios designed to test the Senate's ability to function during events that require relocation to alternate facilities or contingency sites. After-action reports are generated for each exercise to document lessons learned for future plan improvement. Lessons learned are entered into a remedial action tracking system and monthly reports are generated to track identified issues. We anticipate conducting over 15 exercises, drills, and tests during 2013 in addition to numerous training events designed to maintain and strengthen existing capabilities while addressing emerging needs.

Continuity of Operations and Continuity of Government

This year, our office focused on finalizing contingency transportation and relocation site strategies in collaboration with Member offices and committees to develop internal continuity of operations (COOP) plans. We also drafted a Congressional continuity strategy document with House of Representatives continuity planners for Senate and House leadership approval. This document is a master reference resource that outlines planning and execution frameworks for Congressional continuity programs.

In November 2012, the Senate and House Sergeants at Arms established a Joint Continuity Office (JCO) to enhance Congressional planning integration. The JCO develops joint plans, coordinates staff-level joint continuity planning issues, and ensures consistency with the Congressional continuity strategy. JCO solicits and integrates input from all Congressional officers, leadership staff, and appropriate committees to create joint Congressional continuity plans. It is staffed by Congressional continuity and emergency management professionals from both the Senate and House Sergeants at Arms' offices full-time.

My staff refined plans for contingency facilities and ensured operational manuals were validated and updated according to guidance outlined in the draft Congressional strategy document and within the JCO's construct. These efforts provide up-to-date single reference resources for key leaders and planners before

and during a contingency event. We continue to work with the Senate's external support agency and House of Representatives planners to develop and maintain these comprehensive activation and operations plans for continuity facilities.

Validating existing contingency plans is critically important and best accomplished through exercise design and execution. In 2012, my office conducted three major exercises at classified continuity sites in collaboration with the Senate's external support agency and the U.S. House of Representatives. These exercises allowed us to validate draft plans, confirm critical supply and equipment setup, develop space allocation plans, and conduct mock Chamber and broadcast operations. After-action reports were completed for each exercise and remedial activities were tracked until completion.

Institutional continuity was a critical focus for my office this year. We completed the Alternate Office Space (AOS) plan to provide "Member and committee staff with limited office space when use of Senate office buildings is disrupted" (AOS Plan, 2012). The AOS plan was validated with a functional exercise, approved, and promulgated to stakeholders. The AOS provides office space, connectivity infrastructure, phone service, and other services to Senate staff.

My team updated and distributed the Senate's Pandemic Plan. We also worked closely with the Senate's external support agency to finalize the Personnel Accountability System. This new automated emergency movement and manifesting support system was used to develop transportation lists for the 2012 Republican and Democratic National Conventions.

Maintaining a viable COOP program is critical to the Senate's ability to perform constitutionally-mandated functions during local emergencies. Drafting, developing, and finalizing COOP plans for Member offices and committees is often challenging during periods of extremely demanding legislative activity.

Nonetheless, our team continues working closely with Member offices and committees to produce individualized COOP plans utilizing a simplified template.

INTELLIGENCE AND PROTECTIVE SERVICES

SECURITY POLICY AND PLANNING

The State Office Readiness Program provides security and preparedness resources to state offices mirroring programs currently available to Washington, D.C., Senate offices. Participating offices receive a variety of security enhancements, including secure reception areas to screen visitors, duress and burglar alarm systems, and closed-circuit camera systems. The Sergeant at Arms office pays for installation, maintenance, and alarm monitoring services, including annual inspections and equipment testing. The program also assists state offices with completing an Emergency Action Plan to identify security and emergency preparedness procedures unique to each state office.

The State Office Readiness Program directly assisted 289 state offices with completing or updating their Emergency Action Plans in 2012. By the end of the year, all state offices had completed or were in the process of completing an Emergency Action Plan. Additionally, we introduced a streamlined Emergency Action Plan template to allow smaller state offices to quickly draft a simple emergency plan. This new tool reduces the time and effort needed to produce a customized plan without compromising the requirements identified in the Congressional Accountability Act.

During this period, 228 state offices completed or updated the office hazard overview document to identify natural or man-made hazards under consideration during office site selections and emergency plan development. Last fall, we implemented improved accountability, distribution, and maintenance of state

office Emergency Supply Kits (ESK) to include an all-hazard weather radio and other emergency supplies for staff and constituent use. As a result, in 2012, the State Office Readiness Program sent replacement supplies or instructions on how to replace ESK items to 446 state offices. A monthly Office Emergency Coordinator bulletin is distributed to all state offices. We enhanced the state office training program by expanding the webinar and video teleconference catalog to offer the *Security and Emergency Response for State Offices* webinar three times each month. Since its inception in April 2012, 140 staff members have enrolled in the webinar to discuss emergency preparedness and response action basics. Since June 2012, at least 96 state office staff members have attended the *State Offices: Responding to Physically Threatening Individuals* webinar jointly offered by the State Office Readiness program and United States Capitol Police (USCP).

The State Office Readiness Program provided security enhancements to 83 state offices in 2012. There have been 594 state offices that have received security enhancements since the program's inception with 74% located in commercial spaces and 26% located in federal buildings. Additionally, 315 state office alarm systems were tested and inspected in 2012.

In 2013 the State Office Readiness program will continue efforts to offer security enhancements to non-participating offices and encourage greater state office staff participation in readiness training and emergency plan exercises. Program staff are prepared to support any additional state office security enhancements desired by the 14 newest Senators. Program staff will also continue their state office site visits while collaborating with USCP, General Services Administration, Federal Protective Service, and U.S. Marshals Service representatives.

POLICE OPERATIONS

The Police Operations program directly coordinates with USCP security requests and services for Senate offices, committees, and support offices. The program specifically assists with public venue and committee hearing security assessments. Police Operations staff arrange security for Senate offices by managing proximity card readers, installing duress buttons, and scheduling staff security briefings. The Senate Campus Access program facilitates vehicle requests to access the Capitol's secure perimeter from Congressional offices, constituents, outside vendors, and other groups. The Police Operations program also regularly monitors and reports incidents and emergency events from the USCP Command Center.

During 2012, the Senate Campus Access program facilitated over 825 access requests including 248 Senate military liaison office and other Department of Defense agency requests; 184 Member offices requests; 229 USCP, Architect of the Capitol, and House of Representatives requests; and 152 U.S. and foreign government agency requests. Senate office staff rely heavily on this program to ensure their guests and constituents, materials, and equipment for special events are screened and approved by USCP before entering the Capitol complex. Police Operations staff field access requests inquiries daily and coordinate logistics for further USCP security reviews and operational handling.

The USCP Command Center is staffed by Police Operations personnel to ensure timely, accurate, and relevant information regarding emergency incidents and events is relayed to the Senate community. Personnel provide coverage whenever the Senate is in session including late nights, weekends, and holidays.

For the upcoming year, the Police Operations program will continue providing security assistance to Senate offices and serve as the Sergeant at Arms USCP liaison. The Senate Campus Access program is essential if Senate offices continue hosting constituents and outside groups for events, exhibits, and displays.

INTELLIGENCE AND THREAT ASSESSMENT

Our office recognizes the value of maintaining collaborative partnerships with the intelligence community, various federal, state, and local law enforcement agencies, and force protection departments in order to identify potential security risks, monitor threat streams, and maintain situational awareness to ensure appropriate mitigation and prevention strategies are deployed to protect and promote the safety and security of the U.S. Senate both domestically and internationally.

With regard to specific threats on Members, our office, in coordination with the USCP and other law enforcement entities, ensures appropriate outreach to, and coordination among Senators and staff while continuously reviewing, evaluating, and conducting vulnerability, risk, and threat assessments to determine and implement appropriate security measures and protective operations coverage for Senate Members. Additionally, our office provides a regular situational awareness outreach campaign to the Senate community regarding upcoming significant events or planned activities on and in close proximity to the Capitol complex which may adversely impact Senate business.

Furthermore, this program supports comprehensive contingency planning, oversees security operations planning, and creates comprehensive incident management and response action plans for major events including the Presidential Inauguration, State of the Union address, Senatorial retreats, nationally-televised

concerts at the Capitol, and various joint sessions of Congress, in coordination with USCP and other partnership agencies.

INFORMATION TECHNOLOGY

ENHANCING SERVICE, SECURITY AND STEWARDSHIP

We continue to provide a wide range of effective information technology solutions to facilitate the Senate's ability to perform its legislative, constituent service, and administrative duties; to safeguard the information and systems the Senate relies upon; and to be ready to respond to emergencies and disruptions. As in our other areas, we also emphasize stewardship—the careful use of all of our resources, including the funding we are provided, our personnel, and the external resources that we consume—in all aspects of our information technology operation.

As we do each year, we have updated, and are performing under, our two-year Information Technology Strategic Plan. The current version, under which we will be operating in fiscal year 2014, continues to emphasize our five strategic information technology goals and their supporting objectives that drive our programmatic and budgetary decisions:

- **Secure**: A secure Senate information infrastructure
- **Customer Service Focused**: A customer service culture top-to-bottom
- Effective: Information technology solutions driven by business requirements
- Accessible, Flexible & Reliable: Access to mission-critical information anywhere, anytime, under any circumstances
- Modern: A state-of-the-art information infrastructure built on modern, proven technologies

Our fourth information technology strategic goal—Accessible, Flexible & Reliable—may be the most impactful of the five goals. This goal undergirds everything we do from a technology standpoint. We must ensure that almost every system and every service we deploy can withstand disruptions to our operating environment, can be reconfigured if necessary to cope with disruptions, and can be used regardless of whether the person trying to use it is located within one of our spaces or elsewhere. We continuously reevaluate existing services and systems to identify areas for improvement and make those improvements as soon as we can, in an effort to ensure the Senate can continue to do its work under any circumstances.

From a budgetary standpoint, more than -half of the CIO organization's FY 2014 request will cover the installation and support of the equipment acquired by offices through the economic allocation, and for other programs that benefit offices directly. One third will be devoted to providing services at the enterprise level, such as information security, the Senate data network, electronic mail infrastructure, and telephone systems. The remainder is almost equally divided between supporting the office of the Secretary of the Senate with payroll, financial management, legislative information, and disclosure systems; and our own administrative and management systems.

ENHANCING SERVICE TO THE SENATE

Customer Service, Satisfaction, and Communications

Our information technology strategic plan stresses customer service as a top priority, and we actively solicit feedback from all levels and for all types of services. For instance, we ask for customer feedback on every Help Desk ticket opened. In major contracts that affect our customers, we include strict service levels that are tied to the contractors' compensation—if they do well, they get paid more; if they do poorly, they get paid less. Because of reductions to our budget, we have had to relax the service level requirements,

reducing services to our customers. During the past year, the percentage of on-time arrivals for the IT installation team never dropped below 99%, and 99% of customer surveys rated the IT Help Desk and installation services as either "very satisfactory" or "excellent." We expect this excellent level of performance to continue through FY 2014 under the renegotiated service levels.

We satisfy our customers' demands for the latest in mobile wireless technology by keeping our technology catalog up to date with the latest offerings. Last year, we added T-Mobile as a wireless carrier option to expand our offerings in the catalog. We also made available several new models of Apple iPhone and iPad devices including the iPad Mini, and added MiFi mobile hotspots to the catalog. We successfully implemented a completely overhauled BlackBerry 10 server environment to support the long-awaited BlackBerry 10 devices as soon as possible after the carriers make them available. In addition to continuing to offer the Senate community the latest smartphone technology in our existing lineup, we will also add Windows 8 smartphone and tablet offerings into our technology catalog in FY 2014. Our CIO staff also continues to work extensively with third-party software providers to enhance our iPhone and iPad corporate e-mail client, looking toward alternatives that will allow for greater iOS feature integration while maintaining a solid security posture. Finally, we continue to monitor and test Android devices with the goal of supporting Android devices when we can do so with adequate security.

This fiscal year we are addressing an important new requirement by providing the ability to synchronize your data with all the devices you use. The synchronized data storage solution will not only give you access to your most recent files; it will provide the ability to collaborate with individuals and groups anywhere, anytime, from any Internet-connected desktop, laptop, tablet or smartphone.

We also addressed another long-standing office requirement: access to delegated calendars through the delegate's smartphone. A new mobile delegate calendar application gives staff you designate the ability to view and manage your calendar from their Senate-issued BlackBerry device. A similar application for the iPhone and iPad is under development and will be supported as soon as possible.

In FY 2014 we will continue to communicate effectively with our customers through a well-developed outreach program that includes information technology newsletters, periodic project status reviews, information technology working groups, weekly technology and business process review meetings with customers, and joint project and policy meetings with the Committee on Rules and Administration, the Senate Systems Administrators Association, and the administrative managers steering group.

Robust, Reliable and Modern Communications

We provide modern, robust and reliable data network and network-based services that the Senate relies upon to communicate electronically within and among offices on Capitol Hill and in the states; to and from other Legislative Branch agencies; and through the Internet to the public, other agencies and organizations.

We have virtualized the electronic paperless fax system, and will be virtualizing the voicemail system this year.

In coordination with the four major cellular carriers (AT&T, Sprint, T-Mobile, Verizon), we are in the process of upgrading the Senate's in-building cellular wireless system to provide 4G/LTE wireless service throughout the Senate campus. To date, three carriers have completed their installations, and the fourth should be done by the end of June.

Recognizing the need to remain in front of growing data communications within the Senate campus, as well as the introduction of voice services through Watson voice, we upgraded our internal core network connections tenfold. This provides increased capacity of data network communications. In relation to this effort, we also upgraded the hardware that comprises our core and distribution layers of the Senate's internal data network. This provides a couple of key benefits, including increased backplane speeds and remaining current with regard to vendor support. These upgrades allow us to remain current with technology and ensure that the data communication network remains robust and scalable to the growing needs of our Senate customers.

Providing services that meet business requirements

This past year, we began and completed the migration of voice services to Watson voice, which uses the internal data network to support phones and voice calls. The successful migration of all Senate offices was the result of solid preparatory efforts over the past few years. In addition to supporting Senate offices, Watson voice also supports the United States Capitol Police, the Senate Superintendent, the Senate Federal Credit Union, and other tenants. Building on previous efforts that enhanced CapNet, which connects the Legislative Branch agencies, we were able to support the Capitol Police's phones without the need for a separate phone system.

We continue to invest in our 802.11 wireless LAN service (WiFi), which includes the ongoing replacement of more than 700 wireless access points within the Senate campus. This investment ensures that the Senate will remain up to date with regard to equipment as well as allowing us to begin offering higher-speed WiFi service through the use of the latest wireless communications protocols. We have also begun offering WiFi service to state offices. This long-awaited service allows offices to install wireless access points in their individual state offices. These access points interact with the campus WiFi infrastructure to allow Senators

and staff to use the same credentials to access the service both here on Capitol Hill and in their state offices, thus providing a seamless experience for those who travel between Capitol Hill and state offices.

Providing a robust and scalable network environment

Understanding the importance of Internet service and the value it brings to our customers in their communication with constituents, ability to conduct online research and facilitate the legislative process; we upgraded the connections between the Senate network and the Internet at both the primary and alternate computing facilities in 2012. We doubled the amount of bandwidth at the primary facility, to 1.0Gbps, and increased the service at the alternate facility to 0.8Gbps. These upgrades provide higher performance speeds and ensure that each facility can independently support Internet traffic in the event that one of the two circuits fails.

Support for COOP and COG

We provide key support for continuation of government efforts, including the alternate chamber site at the National Defense University. In the past, we supported this site through a leased fiber-optic connection. Over the past year, we reached an agreement with the House of Representatives, which had extended their fiber-optic ring to the location, to secure a redundant connection of equal speed as the leased service and save the Senate \$104,000 annually in lease charges.

We have almost completed a multi-year effort to replace and upgrade the aging Senate Emergency Communications Vehicles with a new smaller SUV-based platform that will provide voice, data, and video and secure communications via satellite from remote locations to the Senate network.

Meeting new business requirements

We recognize that growth in requirements for support of personal computing devices is inevitable, due to the decreasing cost of these smart devices and their increasing availability. We are actively evaluating technology that will enable us to assess the security features of such devices. If a device does not pass the security check, we will be able to provide on-line remediation.

Customer Service Culture

The Senate data network is constantly changing as new services are offered and developed. At the center of this changing environment is our Network Operations Center (NOC), which monitors and maintains the data network and the services it enables. In 2012, the NOC handled more than 1,800 service-related calls as well as more than 1,500 network change requests, which involves evaluating the risk of each change request. The change process also involves engaging stakeholders, such as our engineering and security groups, when necessary. The timely processing of all customer requests is a testament to the dedication and hard work of our staff.

Ensuring Security of the Senate's Network Environment

In 2012, we enhanced the security of our Domain Name Service by implementing a security protocol called DNSSEC. Domain Name Service is used in Internet and intranet communication to provide the actual network address associated with a name, such as www.senate.gov. In that way, it is similar to the way a telephone directory works. The ability to intercept a query and modify the response provides a malicious actor with the ability to redirect communication for the actor's own purposes. The addition of DNSSEC helps ensure the accuracy of the information that is relayed back when a query is made for the address associated with a name. The Senate was the first Legislative Branch agency to implement this security protocol.

To continue to strengthen the security at our border with the Internet, we upgraded the firewalls between the Senate network and the Internet to new appliance-based units. This upgrade accomplished two things: it ensured we remained on the most current product; and it allowed us to separate the firewall from the network known as the "demilitarized zone" that supports all publicly-available services. That last benefit provides an easier way to accommodate future upgrades and enhances our failover capabilities.

In addition to our robust messaging infrastructure that processed approximately 306 million Internet e-mail messages during the past calendar year, we also support effective communication through the use of videoconferencing.

We continued to enhance our videoconferencing infrastructure that processes an average of 300 video calls per day when the Senate is in session, to include the ability to call anyone in the world through a secure, publicly-available client. With this new capability, communications with those outside the Senate can now enjoy the same quality, reliability, and security as calls within the Senate. We have also extended the videoconferencing capabilities currently available on Windows and Apple Macintosh computers to include the iPad.

We improved the multi-user/multi-site video call services to streamline the connection process and more accurately reflect the way we have found our customers use the service. We also strengthened the resiliency of the core videoconferencing services by deploying a high availability infrastructure for those core services to achieve less downtime and increased reliability.

This past year we continued to further integrate the Microsoft Lync platform with our modern telecommunications infrastructure in order to deliver additional unified communications capabilities. In

addition to instant messaging, presence indicators and desktop sharing, through Lync we now offer integrated audio and Web conferencing services. The new service offering, Watson Unified Conferencing, will replace our existing audio conferencing system by the end of this fiscal year and yield additional savings in maintenance and support. It also increases our total audio conferencing capacity and better integrates with our e-mail system for simplified scheduling. More than 6,000 people in 100 offices take advantage of the service.

Committees extensively use streaming video to broadcast their hearings over the Internet. This year we transitioned from an internally-supported infrastructure to the Akamai content delivery network. We've realized huge benefits since moving to this service, including the capability to serve virtually unlimited numbers of simultaneous viewers, DVR-like capabilities for live streaming events, protection against denial of service attacks, and the elimination of the impact that large numbers of viewers created on the Senate's Internet connections.

The Large File Transfer System, which has been in use for nearly three years, has streamlined the process of sending large files. Currently, 80 offices use it to correspond with other offices in the Senate as well as with external entities, including other government agencies, the media and constituents. In addition, the Senate Recording Studio uses the system to send video files to Senators' offices not only on Capitol Hill, but also in their home states. Since November 2012, the system has processed more than 4,000 files with 740 gigabytes of data.

During 2012 we continued to make solid progress in reducing the power consumed by our primary data center. Through our multiple greening efforts, including server virtualization and purchasing more energy efficient equipment, the data center is using 100 amps less power, compared to this time last year. That

means we're providing the same service levels to our customers while consuming 14% less power. We have met and will continue working to exceed our internal goal of reducing our physical server footprint by 10%. This will reap significant cost savings to the data center in terms of power, cooling, and hardware maintenance.

Web-Based and Customer-Focused Business Applications

We continue to add functionality to TranSAAct, which is our platform for moving business online. Based on the requirements of offices and the Committee on Rules and Administration, we continue to develop TranSAAct to eliminate paper-based manual processes and move them to the Web. Because it is built on an extensible modern database framework, TranSAAct allows indefinite expansion as new requirements are identified. This year we completed a depot to house and organize the forms and documents that Chief Clerks use, with links to a collection of how-to documents and checklists for Chief Clerks to collaborate on best practices. Along with a technology refresh, we enabled TranSAAct users to log in using their network login and password, eliminating the need to remember another set of credentials.

We also started development of additional asset management features, including the ability to relocate, reassign, return to stock, and request repairs for assets assigned to an office. Integration with our service manager system will make it much easier for our customers to submit service requests. Office staff will be able to initiate full-service and self-service requests when business rules permit. Integration with the Senate Technology Catalog will facilitate wireless device and iPad service requests via single sign-on and prepopulated asset data fields. We have also started working with the Secretary of the Senate on integrating Stationery Room usage and billing information in TranSAAct.

We look forward over the coming months and years to moving additional business processes to the Web, delivering increasing functionality to administrative staff, and reducing the time, paper and errors associated with the current manual processes.

We are working in collaboration with the Secretary of the Senate to replace the current payroll system with a new one that is built on a modern technological platform and will provide additional capabilities to benefit Members and employees, office management, and the Secretary's staff. We plan to implement phase I of the new system, which replaces the current payroll functionality, in late summer of this year. Phase II will follow that implementation and will provide self-service capabilities to Members and employees.

After passage of the Stock Act, S.4038, we began work with the Secretary of the Senate and the Ethics Committee to develop a new electronic financial disclosure application and database to allow electronic filing of reports and to allow the public to download, sort, and search filers' financial information. The first phase, making members' reports available to the public was implemented on schedule on September 30 of this past year. Work on the second phase, the online disclosure application, is ongoing.

We expanded the options available to offices for content management systems to support their www.senate.gov websites. This was in response to requests for open source, rather than proprietary, systems that are more prevalent in website development and have a much larger market share than our existing offerings. We stood up the infrastructure necessary to support both Drupal and WordPress as content management systems for development of public-facing websites. We expanded the services of other Web-based applications such as the service that almost 70 offices use for accepting service academy nomination requests, intern applications, budget requests and other types of applications and requests. To date, constituents have submitted more than 67,583 different requests through this system. We also modernized the Capitol Facilities Order Request system that allows offices to request services from our Capitol Facilities group. Among other services, it provides an online catalogue of furniture available for Capitol offices, order services and room reservations. To date, offices have placed more than 2,300 work orders for services through the system.

We provide numerous Web-based systems to enhance the productivity of office staff, such as one for the Placement Office that allows external applicants to electronically submit job applications for positions in Senate offices. Currently, there are over 36,000 accounts in the system. We continued to significantly enhance the Lobbyist Registration application to create a more robust reporting functionality for general public consumption.

We also developed a new Web-based Learning Management System that allows Senate staff to view the Office of Education and Training's courses and classes, enroll in classes, view transcripts and more. To date, more than 1,500 accounts have been created to use the system, and almost 550 classes and 200 courses scheduled.

CIO staff were also heavily involved with the 57th Presidential Inaugural ceremony. We developed applications and supported the Joint Congressional Committee on Inaugural Ceremonies, the Senate Media Galleries, and the United States Capitol Police. They used the applications we developed to process over 12,000 credential requests and assign over 1,500 VIP guests seats. We provided support to the committee, the galleries, and USCP until the last badge was printed the day of the Inauguration.

Showcasing and Promoting Modern Information Technology in the Senate

We will continue to highlight new technologies in the Information Technology Demonstration Center through demo days, which have been well-attended in the past. After products are tested and validated in our technology assessment laboratory, they are then available for staff to try in the Demo Center. The demo days feature live demonstrations of new and emerging technologies.

In order to perform technology assessments, feasibility analyses and proof of concept studies to ensure we are considering technologies that will directly support the Senate's mission, we continue to improve the capabilities in our technology assessment laboratory. Technologies and solutions are vetted and tested here prior to being announced for pilot, prototype, or mass deployment to the Senate. To ensure we focus on the most relevant technologies and solutions, the Technology Advisory Group, consisting of CIO staff and our customers, performs high-level requirements analysis and prioritizes new technologies and solutions for consideration for deployment in the Senate.

We continue to make progress in providing unified communications capability, tying together voice, video and data communications into a single tool that presents the user the available communication options—based on the capabilities of the device they are using and the ways the person being communicated to wants to be communicated with—to make contact with those with whom they work. With the release of Watson Unified Conferencing, instant messaging, audio and Web conferencing, desktop sharing, and presence information are now accessible from a single client that is integrated with our telecommunications and e-mail systems.

We will continue or intensify these efforts in FY 2014 to ensure that the Senate is always well equipped to perform its functions. To keep our customers informed of our efforts, we publish the results of our studies on the emerging technology page of the CIO's area on Webster.

ENHANCING SECURITY FOR THE SENATE

Enhancing Security through System and Information Resiliency

As I mentioned earlier, we build security, accessibility, flexibility and reliability into every system and service. We continue to test our technology in scenarios in which our primary infrastructure and primary

work locations have become inaccessible. This includes the simulated loss of our primary data and network facilities, as well as simulated loss of staff work spaces. All mission-essential Senate enterprise information systems continue to be replicated at our Alternate Computing Facility, using our upgraded optical network and storage area network technology. We have created a high-availability videoconferencing infrastructure that operates simultaneously at the primary and alternate facilities, allowing for automated recovery from a loss of either the Primary or Alternate facility without loss of core videoconferencing network services. We also upgraded the redundant Active Directory domain controllers in the Alternate Computing Facility to the latest operating system. The new servers were deployed in virtual machines, removing more than 20 physical servers from the facility. We conduct a variety of exercises to ensure we are prepared from an information technology standpoint to cope with events ranging from a burst water pipe, to a pandemic, to an evacuation of Capitol Hill. These exercises demonstrate our ability to support mission-essential systems under adverse conditions, and the ability to support substantial numbers of people working from home. We continue to exercise the ability to support our Senate customers in the event of an emergency situation which may limit our ability to get to work. This includes weekly and monthly exercises designed to ensure technical support is available from the Alternate Computing Facility and other remote locations. Our diligence to this initiative has proved worthwhile during various weather events. With the knowledge that the business of the Senate continued and that state office locations were not affected by the weather in Washington, D.C., our staff continued to support the Senate community remotely throughout these events. This included answering the phones from home-based locations, highlighting the capabilities that our current migration to IP telephony will bring to the rest of the Senate.

Securing our Information Infrastructure

This past year we expanded our Systems Management Service that helps ensure devices are kept up to date with current versions of software to better reach perimeter systems, such as laptops that remotely connect to the Senate network. We also implemented a solution to provide automated update capabilities for operating

system and third-party software security updates to Apple Macintosh computers. We have requested and have received approval to begin the construction of a Sensitive Compartmented Information Facility, or SCIF, at the Alternate Computing Facility to allow for the full utilization of our critical secure systems as well as the storage of classified material inherent to the operation of these systems.

We have implemented new security measures to reduce the possibility of Senate information inadvertently leaving the Senate. In addition to wiping computer hard drives, erasing or removing copier hard drives, and degaussing tape drives that have been deemed surplus, we have added an additional data protection process to all printers containing hard drives to ensure that all configurations, IP addresses, stored images and Senate information are permanently erased before we dispose of them.

Active and aggressive adversaries continue to target the Senate's information and technology assets. We have found over the last year, however, that keeping the Senate information technology infrastructure secure against these threats is becoming increasingly difficult. We strive to satisfy our customers' demands for the latest in technological innovations, but find that the new technologies come with new, undocumented vulnerabilities. As a consequence of performing vulnerability assessments and through work with our technology vendors, we have found that even "mature" technologies are often vulnerable and require periodic security patches. To compound things further, there are a growing number of adversaries using increasingly sophisticated tools in their attempts to destabilize the Internet in order to take advantage of the previously-mentioned vulnerabilities.

These challenges create a circumstance where the IT Security group must continue to: 1) intensify our cyber security intelligence coordination and analytical processing ability; 2) improve our vulnerability

identification and mitigation processes; and 3) increase our end user awareness training to compensate for the inherent insecurity of the technologies and the increasingly destabilized nature of the Internet.

We understand that in all cases, the application of security controls must be appropriately balanced between the need to protect Senate information resources and the need to facilitate efficient Senate communications.

In the past year, we have analyzed over 500 incidents involving potential malware and have shared over 1,100 attack indicators with other federal agencies, thus raising the level of awareness and protecting the U.S. government as a whole. Our analysis of malware identified a number of instances where previously unknown zero-day attacks have been attempted against newly-identified vulnerabilities that did not yet have security fixes. These attacks would otherwise have gone undetected and could have eventually compromised our entire network. By working with other organizations, not only have we protected the Senate's IT environment, we have raised awareness with our colleagues in the rest of the federal government.

Our Vulnerability Assessment program and Systems Management Service (SMS) directly contribute to our strategic goal to provide a secure Senate information infrastructure. Over the past year, the value of these programs has increased as we reached 100% participation among offices able to participate in the programs. The office System Administrators now see a strong correlation between an office's adoption of these valuable programs and a reduction in the number of malicious software sightings in their offices. They are now excited to receive their monthly reports to see how well their office scored relative to other offices. This friendly competition has significantly raised the level of protection by encouraging offices to apply patches as soon as they are tested and made available. The Vulnerability Assessment program and Systems Management Service are undisputedly "success enablers" for offices.

The Systems Management Service provides automated critical security patches to non-Microsoft software on Windows-based computers. We recently extended it to include Apple Mac OS computers, saving staff time and effort and improving the security posture of the individual workstations in an office. We continue to see lower levels in the average security vulnerability of systems since the service was implemented. SMS serves as an excellent enhancement to our Vulnerability Assessment program and to Senate Update Services, which automatically patches Microsoft software. We have expanded it to better reach perimeter systems, such as laptops that remotely connect to the Senate network.

We pay careful attention to the feedback from offices concerning these vital programs, and this attention to detail helps us strengthen our relationships with those we serve and protect in the Senate community. We are looking to expand the service even further to change and improve how we have historically managed the myriad devices that are deployed throughout the Senate.

Calls to the Help Desk for assistance with remediating virus infections have increased over the past year. In calendar year 2010, the Help Desk received 413 requests for help with virus-related issues, while in calendar year 2011, the number of requests declined to 121. However, in 2012 we have seen an increase in the number of virus-related calls to 165.

In contrast, our IT security staff has noted a marked decrease in the number of security incidents handled by the Security Operations Center over the past three years. The number of security incidents decreased from 608 incidents in 2010, to 408 in 2011, to 310 incidents in 2012. This continued decrease in the number of incidents represents a 33% decrease from 2010 to 2011 and 24% decrease from 2011 to 2012, with an overall decrease of 49% from 2010 to 2012. The decrease in overall security incidents can most

likely be attributed to a combination of our increased level of end user awareness through cyber threats briefings and end user information security awareness training, better cyber intelligence sharing with other agencies, and our continual hardening of Senate devices through patching and better integration of security controls.

We continue to increase end user awareness by providing real time unclassified and classified cyber threats briefings to offices, which give Senate staff the critical information necessary to better identify and defend against the techniques adversaries are using in attempts to gain access to Senate IT resources. In calendar year 2012, we provided 47 such briefings to 40 offices. We focus attention on the tactics, techniques, and procedures that adversaries are currently employing. Using open source intelligence, we have seen attempts to target users by compromising websites that are commonly used by the general public.

We are also working with social media providers to help secure official social media accounts. Using open source intelligence, we have become aware of accounts that have been created by adversaries posing as high-ranking officials in several social media outlets in order to entice targeted users to become online "friends." The targeted users often are unaware that accepting the fake "friend" invitation could give unintended access to their personal friends lists, contacts, personal information, etc.

We still observe spear phishing to be a significant avenue for potential exploitation. The number of targeted attacks against Senate assets increased by a third in 2012 over 2011 with a significant spike in the May-July 2012 timeframe that can be attributed to a spike in zero-day vulnerabilities in third party vendor software. The adversaries conducting these attacks use techniques we assess to be among the most resourceful, persistent, and technologically advanced.

We continue to sharpen and update our defenses in order to be able to successfully defend against these advanced persistent threats and to compensate for the destabilizing Internet. Our ability to detect and neutralize these attacks is only possible with our continued close cooperation with our user community and the wider federal government. We must continue to coordinate and share information regarding all attack vectors with other federal agencies so that we can all be better able to defend against these threats.

We are currently in the process of designing, vetting, and deploying a Secure Web Gateway service to provide the Senate with increased protection against compromised websites that house malware staged by cybercriminals or other malicious actors. The solution will scan Web browser traffic for malicious activity and will block connections to known infected websites as well as remove mid-stream any malware that might be carried by such sites.

We continue to look at leveraging new and current features to improve the utility of currently-deployed technologies. In one example, we were able to improve our ability to identify potential security incidents in the e-mail environment by forming a working group to evaluate and assess our current e-mail security capabilities. Our objective is to identify opportunities to improve our defenses and to better protect users against potential e-mail-borne threats that place Senate information and information systems at risk. The working group created a secure "baseline" for offices to use to prevent malicious messages from reaching Member and staff inboxes, which significantly reduces the opportunities of malware to infect and compromise their systems. The newly-configured feature gives offices the ability to identify potential e-mail threats if the office chooses to enable the feature. During this Congress, we are applying the new secure baseline to the new Member offices to provide a better secured e-mail service. The recommended set of security settings will be offered to the other offices in the coming months.

We recognize that the broadening capabilities of adversaries require us to broaden our response to the new attack vectors. We have observed that bad actors have started to aggressively pursue ancillary services called "watering holes" that are outside the Senate security perimeter in attempts to infect networked devices when they are used to visit the infected webpages. In response, we have hardened Senate workstations and laptops with updated anti-virus technologies and we are actively scanning for vulnerabilities that require the application of security patches due to the broadening approach of bad actors. By combining multiple layers of security, we are making it much more difficult to compromise Senate devices.

As we have for some years, we continue to perform security scans of BlackBerry devices used during overseas travel by Senators and staff; however, our customers' demands for the latest in mobile devices introduce significant challenges. For example, according to Gartner Research, there are over 4,000 variants of Android currently in circulation, each of which would require that we identify security standards and fixes for that particular variant. We are currently assessing mobile device management solutions to meet the challenges of securing the vast numbers of newly-introduced technologies, but have found that the extreme newness of the technologies has resulted in an extremely unstable marketplace for such technologies. We continue to move smartly in our assessment of mobile device management solutions, but with an eye for a solution that will be around for the long term.

We continue to enlighten offices of the risks associated with taking work devices and personal devices on foreign travel. We have been hard at work with other federal agencies on identifying protective actions for the devices taken on official travel. We are also working on how best to verify the integrity of these devices when they are brought back to be connected to our internal information technology infrastructure.

We creatively adapt and apply new security principles to ever evolving technologies. We continue to promote and integrate industry and government security best practices into new technology initiatives by becoming involved early in the evaluation process of new technologies. By doing so, we are better able to incorporate security controls into new technology initiatives. For example, we are actively working with a storage area network provider to identify and fix vulnerabilities in their products prior to making the product available for Senate use.

We continue to conduct threat briefings for System Administrators, office leadership, and other staff using information gained through close coordination with federal agencies. Our vigilant monitoring and analysis of the evolving threat environment enable us to better develop effective countermeasures. Since even the best countermeasures can eventually be defeated, we augment our technical countermeasures with educating end users on the current threats, the techniques that are often used, and how to counter them. Over the last year, such training and awareness briefings have paid off in the form of increased situational awareness. Many of our tips come from Senate staff who have been targeted by adversaries. These tips have proven to be a wealth of information for our external partners, who are better able to protect their networks by deploying technical countermeasures.

Due to the vulnerabilities associated with the latest technologies, new vulnerabilities found in "mature" technologies, and an increasingly sophisticated toolset used by adversaries who are trying creative ways to get to Senate information and information systems, we continue in our efforts to keep the Senate IT infrastructure safe. We must intensify our communication with cyber security intelligence organizations, improve our vulnerability identification and mitigation processes, and continue user awareness and threats briefings to increase our end user awareness of the inherent insecurity of the technologies and the increasingly destabilized nature of the Internet.

ENHANCING STEWARDSHIP

Enhancing Stewardship through Fiscal and Environmental Responsibility

Stewardship of our resources is intertwined with everything we do, as well as being a driving force for some of our activities. We are always looking for ways to improve our processes or technologies so that we save time, money, electricity, paper, or other resources. Our CIO organization is a good steward of the fiscal resources of the Senate, consistently and continuously improving on the services offered to our customers while seeking only modest increases in funding. Many initiatives save offices hundreds or thousands of dollars in costs that would otherwise be borne out of their official accounts. As most of these initiatives save money due to a reduction in the purchase of some commodity, they also fit in with our efforts toward environmental stewardship. Following are some examples of our efforts to enhance fiscal and environmental stewardship:

- We completed the consolidation of our e-mail, mobility and network authentication systems, which will yield significant savings in ongoing support and innovation costs. Contractor support costs have already been reduced by over \$500,000 annually. Through the use of fewer, scaled servers that each support larger numbers of users, we will realize additional hardware and software cost savings as these systems are replaced at the conclusion of their normal lifecycle. Already we have removed at least 30 physical servers as part of the effort.
- Our Systems Management Service for automated deployment of applications and updates to workstations and servers reduce the maintenance burden on users and aid in maintaining a secure systems baseline.

- We have continued our virtualization efforts, where we now reduce energy, maintenance, and support costs by running more than 855 of our servers in a virtual environment. We will continue an aggressive campaign to virtualize servers until every server that can be virtualized has been virtualized.
- Offices have taken great advantage of our virtual machine infrastructure that allows us to centrally host their file and application servers on shared hardware at our primary and alternate facilities, which greatly increases server hardware efficiency, and, through system duplication and data replication, offers enterprise-class data redundancy and recovery in the event of a critical local failure or crisis. The virtual solution also relieves offices of considerable noise, and excess heat, and increases usable working areas for staff. It removes the single point of failure from existing office servers and meets continuity of operations and data replication requirements for approximately half the cost of existing solutions. To date we are hosting 98 Member and committee office file servers with a total of 134 virtual servers. Virtual servers running in the data center consume only 25% of the energy of a comparable number of physical servers. This means a reduction in power consumption and air conditioning requirements, saving Senate funds, while enhancing our ability to provide reliable and redundant services. Fewer servers used by the Senate also means fewer servers that need to be manufactured and therefore have to be disposed of at their end of life, which is "greening" on a national scale.
- We continue to use our catalog to highlight the energy-efficient aspects of our supported information technology and general office equipment, and we participated in the Senate Environmental and Energy Showcase.

- We continue our efforts to dispose of surplus electronic equipment through such programs as
 Computers for Schools. Last year we fulfilled 20 Member office requests and packed and shipped 500
 surplus computers to 75 eligible public schools. We send other surplus equipment to the General
 Services Administration for redistribution or resale.
- We are using a new software program to electronically transfer signatures from one of our signature
 machine vendors directly onto Smart Cards. This new functionality allows offices to receive new
 signature cards within hours, instead of waiting a week or more on shipping. Electronic signatures can
 now be saved and used for future replacement cards.
- We also ensure that the devices we recommend to the Senate meet the applicable EnergyStar guidelines, and where feasible, the guidelines for the responsible manufacture of information technology equipment.

OPERATIONS

PRINTING, GRAPHICS, AND DIRECT MAIL

The Printing, Graphics, and Direct Mail (PGDM) branch provides high-level, direct customer support to the Senate community through photocopying, graphic design, printing, mailing, archiving, logistics, and security. During FY 2012, in an ongoing effort to continuously improve and serve Senate offices, PGDM introduced nine new products and services: E-Dear Colleague Letters (e-mailed); conversion of floppy disks, cassettes, VHS and BETA storage to digital files; secure scanning of sensitive documents; transfer of archival records from the Suitland Record Center to the offsite mail and package facility for digitizing and document preservation; piloting new online ordering website, production of pocket folders; state seal dies

for foil stamping; raised ink printing (preprinted letterhead); and pre-embossed stocks for quick production of Congressional Records reprints and certificates. To continually provide the best service to Senate offices, PGDM collaborated with SAA Office Support Services to make arrangements to personally visit staff in 82 offices to discuss their specific needs and provide information about all services and products available through PGDM.

As a good steward of fiscal resources, PGDM garnered notable savings for the Senate. More than \$1.2 million was saved in postage costs by pre-sorting 6.9 million pieces of outgoing Senate franked mail. Another \$72,820 in postage was saved by using new software to identify 161,822 undeliverable addresses before they were introduced into the United States Postal Service mail stream. And we saved approximately \$696,000 by producing 7,731 charts in-house for Senate Floor proceedings, committee hearings, and special events.

PGDM continued to improve operations and responded to 65,843 individual Senate job requests during FY 2012. PGDM met Senate office demands for document preservation by scanning and digitizing 4.7 million pages of Senate documents during FY 2012 compared to 3.7 million during FY 2011, an increase of 23%. PGDM also scanned 747,659 pieces of unprocessed constituent mail during FY 2012 compared to 679,436 pieces during FY 2011, an increase of 10%. This allows offices to electronically route mail to staff and import into their Constituent Services Systems.

PGDM's document management system, OnBase, continues to gain popularity among Senate office staff. This service, which allows offices private document management space, imported more than 50,000 documents to individual office accounts during FY 2012.

PGDM produced 950 rolls of microfilm for Senate offices during FY 2012 compared to 339 during FY 2011, an increase of 180%. A large portion of microfilm produced was to assist the United States Capitol Police and the Secretary of the Senate with document preservation. PGDM offers secure disposal for obsolete documents, and during FY 2012, shredded and disposed of 3,387 boxes of obsolete documents.

PGDM printed more than 33.7 million pages during FY 2012, and more than 3.5 million pages were produced utilizing self-serve copy centers. Of the 33.7 million pages, there were 2.2 million color copies compared to 1.9 million during FY 2011, an increase of 14%; 13.9 million full color printed pages compared to 11.2 million during FY 2011, an increase of 24%; and 6.1 million constituent letters printed compared to 3.2 million during FY 2011, an increase of 89%. In an effort to assist Member offices to efficiently direct constituent mailings, PGDM can individually address and seal mail pieces simultaneously. During FY 2012, PGDM individually addressed 2,476,860 mail pieces to target specific constituents, as compared to 1,649,794 during FY 2011, an increase of 50%. The amount of foil stamping/embossing/die cutting produced by PGDM during FY 2012 was 248,542 pieces compared to 163,002 during FY 2011, an increase of 52%.

PGDM's commitment to teamwork and excellent customer service extends to its Legislative Branch partners as well. Collaborative work with the Architect of the Capitol fulfilled 89,678 flag requests during FY 2012. By working in tandem with the Government Printing Office, PGDM delivered more than 2.2 million documents (*Pocket Constitutions, Our Flag, Our American Government*, etc.) to requestors.

Through effective communication and teamwork, PGDM's Senate Support Facility upheld the SAA mission for operational security during FY 2012 by receiving 1,674,405 items from the USCP off-site inspection facility and transferring them to the Senate Support Facility. This process eliminated 307 truck

deliveries to the Capitol complex, reducing traffic, and allowing the USCP to focus on other aspects of safety.

PGDM continues its commitment to assist the USCP with innovative methods of managing crowds and access for special events taking place on Capitol Hill. PGDM provides large format printing of signs and banners for major events, plus security enhancements for tickets, badges, and placards. To make it extremely difficult to reproduce counterfeit items, PGDM uses clear toner technology along with a custom USCP hologram that is foil stamped on credentials.

CENTRAL OPERATIONS

Smart Card Programs - ID Office

The Senate ID Office continues to work with other government agencies on infrastructure for Smart Cards based on HSPD-12 (Homeland Security Presidential Directive—the policy for a common identification standard for federal employees and contractors). SAA staff from the ID Office and Technology Development Services are collaborating with Executive Branch counterparts to implement smart access cards. Currently, in conjunction with the Secretary of the Senate, the SAA has begun issuing Senate Smart Cards, which provide digital signatures on paperless transactions to increase accountability and security for Disbursing Office financial processes.

Parking Operations

Improving communication to enhance customer service is a primary focus of the Parking Operations team. A new parking map was introduced at the beginning of the 113th Congress to consolidate and better organize parking policy and procedures for permit holders. Parking Operations' Webster pages have been enhanced to provide more information about specific parking areas. SPARK, the Parking Operations management system, has been modified with capability to directly e-mail small groups of permit holders and office contacts. This enhancement focuses communication on Senate staff impacted by an event or change in a parking area.

It is anticipated that preparing for long-term parking displacements will require the attention of Parking Operations during FY 2014. The Architect of the Capitol is planning modifications to the Northeast Capitol Drive and is in the beginning stages of design for a complete renovation of the Russell Legislative Garage. Northeast Capitol Drive improvements will permanently remove six unoccupied spaces. The garage renovation will displace the parking permit issuance booth and more than 100 spaces for an extended period. Parking Operations will work closely with the Architect's personnel to ensure customer service can be maintained and displaced garage permit holders are accommodated in other Senate areas.

Transportation and Fleet Operations

Transportation and Fleet Operations procures, manages, and maintains SAA vehicles; provides transportation information to offices; and manages the Senate Parking Shuttle service. The SAA fleet includes trucks, vans, buses, SUVs, and a handicapped-accessible van to support the Senate community. Transportation and Fleet Operations is responsible for vehicle service maintenance and repair, completing work orders, equipment installations, tag/registration renewals, and inspections for all fleet vehicles. Fleet staff transported more than 21,500 passengers through the SAA Fleet Shuttle service during FY 2012.

Transportation and Fleet Operations is a leader in "go green" initiatives with flex-fuel/E-85 vehicles, gaselectric hybrids, all-electric vehicles, Segway Personal Transports, diesel exhaust fluid-certified trucks, and a MAXXFORCE-equipped diesel engine with Exhaust Gas Recirculation (EGR) to meet latest EPA standards.

PHOTOGRAPHY STUDIO

The Photography Studio provides photography and imaging services for Senate offices, capturing more than 77,000 photo images and producing more than 78,000 photo prints during FY 2012. The Studio's popular image archiving service was used to scan, organize, and transfer more than 99,000 photo images for archiving purposes during FY 2012.

During FY 2012, the Photo Studio fully completed print production conversion to chemical free, inkjet printing system with the addition of a large format inkjet printer, thereby totally eliminating the use of photo chemicals for all photo prints produced. The Photo Browser application continues to provide Senate offices a secure location to store and organize photos with the capability to download and upload photos, as well as place orders for photo prints through a Web interface.

SENATE POST OFFICE

The Senate Post Office continues to be a good steward of taxpayers' dollars as it strives to elevate performance. Productivity continues at unprecedented levels. During FY 2012, the Senate Post Office had its third highest productive year with only 60,583 fewer mail items than FY 2011. After upgrading with acceptance of credit and debit cards during FY 2011, customers continue to praise that service, which

accounts for nearly 17% of overall retail sales exceeding \$1.8 million during FY 2012. In addition, installation of the Contract Access Retail System (CARS) began during February 2013. This new and improved equipment and software, provided at no cost to the Senate, supports automatic updates and allows customers real time tracking capabilities through the U.S. Postal Service (USPS) website.

Mail remains an active medium for constituent communication with Senators and their staff. During FY 2012, the Senate Post Office received, tested, and delivered 18,372,492 safe items to Senate offices, including 10,232,000 pieces of USPS mail; 7,657,275 pieces of internal mail routed within the Senate and to/from other government agencies; 76,225 packages; and 406,992 courier items. Mail received by the Senate has increased substantially over the past four years which contrasts to the nationwide trend showing USPS mail volumes declining.

All mail and packages addressed to the Senate's D.C. offices are tested and delivered by Senate Post Office employees. During FY 2012, highly trained Senate Post Office off-site mail staff intercepted 76 suspicious articles containing a suspicious substance, 134 items requiring additional U.S. Capitol Police Hazardous Material Response Team scrutiny, and 8,823 items requiring additional Post Office management screening. These mailings were addressed to Senators with the intent to disrupt Senate business. All suspicious items were reported to the Capitol Police and investigated.

Senate Post Office management has also worked with the Committee on Appropriations and the Committee on Rules and Administration to build and operate one of the best facilities within the government to process time-sensitive documents delivered to the Senate. The Congressional Acceptance Site ensures all same-day documents are x-rayed, opened, tested, and are safe for delivery to Senate offices. During FY 2012, more than 406,000 items were successfully tested with zero safety incidents. Working in conjunction with the

Capitol Police, the Senate Post Office was able to upgrade the magnetometer, improve training, and implement trace detection at the Congressional Acceptance Site and the offsite mail and package facility.

The Senate's method for processing mail has become the model for other government agencies.

The Senate Post Office has demonstrated its procedures and showcased its facilities for other government agencies, including the Department of Defense, Department of Homeland Security, Federal Bureau of Investigations, and the Secret Service. Organizations know that Senate mail facilities, including the mail safety site procedures and highly-trained staff, are among the most efficient and secure in existence.

Additionally, Senate Post Office staff worked collaboratively with scientific subject matter experts to introduce the first device designed to provide state staff with a level of protection when handling mail. Scientific subject matter experts believe that the *Postal Sentry*, if used properly, provides the best level of protection should state offices receive mail containing a potentially harmful substance. The Senate Postmaster has requested all Senate state office staff utilize the *Postal Sentry* mail processing system whenever mail is opened. All newly-elected Senators' state offices have been educated regarding benefits of the *Postal Sentry*, and many other Senators have opted for the device as well. Currently, 275 state offices have the *Postal Sentry*.

CAPITOL FACILITIES

Capitol Facilities serves the Senate community by providing a clean and professional work environment through its Environmental Services branch. This branch cleans Capitol spaces, moves Capitol furniture, and provides special event setups in the Capitol—including ten event spaces in the Capitol Visitor Center (CVC) Senate expansion space. To meet cyclical customer demands during peak event setups and furniture moves, Capitol Facilities ensures labor cost efficiency by supplementing the full-time workforce with

contracted labor in place of additional FTEs. This measure resulted in a third-year cost savings of \$150,000.

During FY 2012, Capitol Facilities completed 3,510 special event setups in the Capitol and CVC Senate expansion space, an increase of 3% from FY 2011. Service requests from Capitol offices for moving furniture, delivering supplies, and providing picture frames to Senate offices totaled 8,561, an increase of nearly 50 % from FY 2011

The Furnishings branch provides furniture for Capitol offices on the Senate side by maintaining an inventory of stock items as well as designing and producing custom pieces. During FY 2012, there were 2,675 requests for construction of frames and specialty framing. The Cabinet shop designed, built, and installed 210 pieces of furniture including new dais cabinets in the Senate Chamber and a new desk in the Senate Reception Room during FY 2012. The Cabinet Shop, with direction from the Senate Curator's office, repaired 48 of the historical desks used in the Senate Chamber as part of their restoration plan.

The branch also provides carpeting and draperies to Capitol offices. In August 2012, Capitol Facilities provided project management of the telecommunications upgrade and new carpet installation in the Senate Chamber, Senate Lobby, and Marble Room. Included in this project was the installation of new wood flooring provided by the Architect of the Capitol, the restoration of the Secretaries tables and Presiding Officer's desk in the Chamber, and the construction of new dais cabinets.

To increase customer service to the Senate community, Capitol Facilities rolled out a revised version of the CapFOR 2.0 online request system. Comprised of seven modules, it allows customers to submit requests online for furniture, special events, supplies, and framing; the system is also accessible for the first time to outside constituents to facilitate placing their special event setup requirements online. The system increases efficiency and reduces errors in the customer request process.

OFFICE SUPPORT SERVICES

Through timely communication and consistent high quality standards, the Office Support Services team continues to ensure all SAA services to Senate offices are provided efficiently.

Office Support Services staff serve as liaison between Senators' state offices and the commercial or federal landlords. The State Office Liaison oversees 450 state offices and assists Members in negotiating leases for commercial and federal office space and mobile offices in their home states.

Staff continue to consult Members, Leadership, and committees regarding the most efficient use of office automation, and analyze functional operations and workflow in Senate offices to determine how new office technology might improve efficiency and productivity. Another phase of the SAA's telecommunications modernization project, Watson Phone, was completed during the past year. Customer Support coordinated migrations for 152 Member, Leadership, committee, and support offices, which involved more than 8,300 telephones.

During FY 2012, Customer Support assisted 12 newly-elected Senators and three appointed Senators in setting up D.C. offices. The State Office Liaison negotiated 69 leases for state offices, including 16 in new commercial space, two in new federal buildings, one in a new mobile office, and 50 renewals/amendments. Customer Support and the State Office Liaison are in the process of assisting the 12 newly-elected Senators, three appointees and Senators re-elected to an additional term in providing various areas of support to their D.C. and state office operations.

CAPITOL OPERATIONS

Customer service and enhanced communication remain the focus of our Capitol Operations team. Over the past year, team members provided a range of services to Senators and their staffs, visitors to the Capitol, members of the news media who cover Congress, and the broader public.

SENATE APPOINTMENT DESKS

Every day, thousands of people visit the Senate office buildings, the Capitol, and the Capitol Visitor Center (CVC)—many for the first time. For some of these visitors, their first stop is one of our five Senate Appointment Desks, where they are greeted with professionalism and a smile. Collectively, our five appointment desks processed 178,262 visitors during 2012. Our computer-based logging and badging system allows visitors to be processed in an efficient, safe and customer-friendly manner, while also helping the United States Capitol Police (USCP) better identify and protect visitors, as well as staff and Members.

Our network of appointments desks—in the Capitol near the North Door, in the Capitol Visitor Center, and in the Russell and Hart Senate office buildings—provides for more efficient processing of visitors, allowing them to get their destinations quickly and safely. For example, the Capitol Appointment Desk processed almost 20% of our visitors during 2012, a total of 32,568 guests. The fact that the other 80% of the visitors were able to enter through the other desks has helped to reduce wait times for official business visitors entering through the North Door and reduce congestion within the Capitol proper.

As noted, our other appointment desks were busy last year. More than 49,000 visitors entered the Capitol through the Capitol Visitor Center to attend meetings and functions in the CVC meeting rooms. Assisting guests with getting to the Capitol and the CVC from the Senate office buildings is an important role of the

Senate Appointment Desks. In 2012, more than 81,000 guests, a record total, entered the Capitol via the Russell Appointment Desk, including 60,564 who were destined for the CVC. Another 15,379 visitors received badges from our Hart Appointment Desk, its busiest year since being launched as a pilot project in May 2010. The SAA worked collaboratively with the Senate Committee on Rules and Administration, the USCP, and the Architect of the Capitol to design a secure and welcoming process for staff who escort Senate guests to the Capitol from the Hart building.

In an effort to improve understanding of how the Senate Appointment Desks work and how they promote safety, Appointment Desk personnel began providing regular "roll call" training to USCP officers in 2012, explaining the process of logging visitors, distributing badges, and the different types of access each badge allows. Through information sharing and coordination with the USCP, everyone involved in the issuing and enforcing of visitor badges has a better understanding of the procedures in place. Later in the year, these presentations were extended to new Senate staff and interns as part of their orientation and tour training classes.

SENATE DOORKEEPERS

Our Doorkeepers play an essential role in supporting the legislative process of the Senate. They provide access to those with Senate Floor privileges and enforce the rules of the Senate, while also facilitating the needs of Senators, Senate Floor staff, and Pages. Each year, Doorkeepers also provide exceptional support for a number of special events attended by Senators, their families, and special guests. Over the past year, these events included the 57th Presidential Inauguration, the lying in state of Senator Daniel K. Inouye in the Rotunda of the Capitol, the unveiling of the Rosa Parks statue in Statuary Hall, the swearing-in of Senators elected for the 113th Congress and the reenactments that followed in the Old Senate Chamber, and the movement and seating of Senators for the State of the Union address. Congressional tributes and

Congressional Gold Medal ceremonies also require the expertise of the Doorkeepers who assist with professionalism and poise at these historic events.

In addition to their work directly supporting Senators, the Doorkeepers have the responsibility—and the privilege—of assisting tens of thousands of people who visit the Senate Gallery each year. For many who visit the Capitol, the opportunity to sit in the Senate Gallery is a highlight. Doorkeepers ensure their experiences are educational, memorable, and safe. Last year, Doorkeepers assisted 186,122 visitors in viewing the Senate Chamber, both when the Senate was in session and during recess. Keeping the Senate Gallery open during scheduled recesses, and staffing it with trained and knowledgeable Doorkeepers, has provided many everyday Americans and international guests with the opportunity to take in the beauty of the Chamber and learn about the "world's greatest deliberative body."

Over the past year, we have worked to enhance the visitors' experience through greater collaboration with our partners such as the CVC, ongoing training of Doorkeeper staff, and refinement of the materials that are distributed to visitors. As a result, our Doorkeepers have become increasingly skilled at welcoming visitors to the Capitol and educating them on the history and operation of the Senate. The feedback has been consistently positive from visitors, Senate offices, and our partners. In particular, Senate Gallery visitors comment on our Doorkeepers' ability to process larger groups in an efficient, friendly, and helpful manner.

Over the past decade and more, Senate Doorkeepers have taken on an expanded role in security and safety. Using lessons from September 11, 2001, the Doorkeepers—working with the U.S. Capitol Police and the SAA Office of Continuity and Emergency Preparedness Operations—developed a comprehensive Continuity of Operations Plan. During 2012, the Doorkeeper team conducted regular drills and exercises with the USCP and others on various scenarios such as shelter-in-place, evacuations, and setting up

alternate locations. In July, they worked with multiple departments to set up an Alternate Chamber in SH-216 in anticipation of *pro forma* sessions planned for August while the Chamber was undergoing renovation. Currently, all of our Doorkeepers are trained in first aid, CPR, and AED. During 2012, they also received specialized training on "Responding to an Active Shooter," as well as other events that could disrupt the normal course of business at the Capitol.

Our Doorkeepers take their security support responsibilities very seriously, and they are a trained and reliable group of professionals who can be counted on to act decisively in any number of situations.

SENATE RECORDING STUDIO

In a time of instant communication and rapidly changing technology, the Senate Recording Studio strives to stay abreast of the latest solutions that allow the Senate to remain accessible to the public and enable Senators to communicate with their constituents across the country. The year 2012 was busy and productive for the Recording Studio. Last year, the studio provided 930 hours of gavel-to-gavel coverage of Senate Floor proceedings and broadcast coverage of 547 Senate committee hearings. In addition, Recording Studio staff produced a total of 892 television productions for Senators. While this represents a decrease from 2011, this drop-off corresponds to a cyclical drop each election year when approximately one-third of Senators are restricted in their use of Recording Studio services during moratorium periods.

In addition to the coverage of Senate Floor and committee proceedings, the Recording Studio plays an important role in providing broadcast support of major Congressional events, often in collaboration with other partners. This past year, for example, the Recording Studio provided full coverage of the Apollo 11/John Glenn Congressional Gold Medal ceremony and transmitted the coverage to the National

Aeronautics and Space Administration to air on NASA TV. Similarly, coverage of the Japanese-American WWII Veterans Gold Medal ceremony was shared with the Department of Defense for airing on the Pentagon Channel, as well as to the overflow rooms in the Capitol Visitor Center, allowing more than 1,000 guests to view the ceremony.

Beginning in 2011, the Recording Studio has provided support for the live streaming of the Senate Floor on the Senate's website, www.senate.gov. Studio staff played a vital role in upfront planning, technical specifications, and installing, testing and maintaining equipment in the Recording Studio. They worked closely with the SAA Chief Information Officer, Senate Committee on Rules and Administration, and the contractor to make sure this new and important service went online smoothly and on time in January 2012. Now, anyone with access to a computer can witness the Senate at work with the click of a mouse. The studio continues to be an active partner in the live streaming and archiving of Senate webcasts on www.senate.gov.

In January of this year, the Recording Studio provided important technical support for the 57th Presidential Inauguration. Among its major undertakings, the studio produced the feed to each of the five Jumbotrons on the Capitol grounds and worked closely with the Presidential Inaugural Committee to produce its feed to the Jumbotrons on the National Mall. The studio also worked closely with the Office of Congressional Accessibility Services to provide descriptive audio and open captioning of the event. These efforts made it possible for thousands to witness to the Inaugural Ceremonies on the West Front of the Capitol and on the National Mall.

As with many other SAA departments, the Senate Recording Studio plays a role in emergency preparedness and operations. In recent years, however, budget constraints have impacted the studio's

ability to remain current technologically, and we have been forced to defer needed capital investments related to emergency preparedness. Specifically, the studio scheduled two major purchases—a new satellite truck and a new portable production system designed to broadcast from a remote location—to replace aging and outdated equipment. Both of these purchases have been eliminated from this request due to budget restrictions. While daily services of the studio are not impacted, these items continue to be important to ensure the Studio can meet its obligations during certain emergencies.

MEDIA GALLERIES

For members of the news media, the U.S. Congress remains one of the most open and accessible institutions of our government—as it should be in the "people's house. On any given day, hundreds of reporters, producers, photographers, videographers, and technical support personnel can be found in our hearing rooms and hallways covering Senate events and news conferences, and bringing the news of the Senate back to people across the country and around the world.

Much of the responsibility for ensuring that the news media can conduct their business efficiently, safely, and in a manner that comports with Senate rules falls on our four Senate Media Galleries: the Daily Press Gallery, Periodical Press Gallery, Press Photographers' Gallery, and Senate Radio and Television Gallery. The unique structure of the Media Galleries, dating back to the early days of the Senate, requires them to work closely with their respective Standing and Executive Correspondents' Committees, the U.S. Capitol Police, and the Senate Committee on Rules and Administration in order to facilitate media arrangements and credentials for the more than 7,000 members of the media who cover the Senate.

In recent years, the explosion of online and social media has made the demand for news constant. As a result, Congress is being covered in more detail than ever before. Given this dynamic, the staff of the Media Galleries has worked diligently to accommodate the ever changing technology environment and how the world gets its news. For example, the four Media Galleries worked with the SAA's Office of the Chief Information Officer to upgrade the technical infrastructure, including incorporating Wi-Fi in all four Media Galleries and across the Senate campus. The Senate press wireless system, accessible through a secure login script, supports immediate transmission of media reports, including coverage of committee hearings.

Over the past year, all four galleries devoted considerable time and energy to handling media credentialing, logistics, and coverage of three major events: the 2012 Republican and Democratic Presidential Nominating Conventions and the 57th Presidential Inauguration. Because of their experience and expertise, every four years, the two political parties enlist the services of our Media Galleries to help with media arrangements at their nominating conventions. This past year, staff from all four galleries worked closely with the two parties, as well as logistics and security experts, to plan out the system for credentials, Floor passes, and coverage rules. Gallery staff then went on site to Tampa and Charlotte to ensure the smooth execution of the media plans.

Similarly, staff from the four Media Galleries devoted extraordinary time and energy to planning and executing media arrangements for the 57th Presidential Inauguration, including credentialing, coverage plans, technical infrastructure and logistics, and day-of media operations. All three of these events were among the largest news stories of the past year. Thanks to the experience, diligence, expertise, and professionalism of the staff in all four of our Media Galleries, news media coverage of the conventions and the Inauguration was smooth, robust, and up-to-the-second. The end result: literally millions of Americans and people around the world were able to experience these events in real time.

The year 2012 was busy in other respects as well. The Media Galleries played a critical role in such events as the State of the Union address, various high-profile committee and nomination hearings, several Gold Medal ceremonies, and the Lying-in State of Senator Inouye, to name just a few. And, of course, Media Gallery staff worked right up to the stroke of midnight—and beyond—on New Year's Eve, as the Senate met to pass its solution to the "fiscal cliff" crisis. Staffing these types of high-media interest events is central to the duties of our Media Galleries staff.

Senate Daily Press Gallery

Daily Press Gallery staff supports those reporters who work for daily newspapers and online publications. Reaccreditation of Gallery members occurs every year, and for 2012, approximately 1,800 reporters were credentialed through the Daily Press Gallery.

Gallery staff supports these reporters, as well as Senate Press Secretaries and communications staff, in a variety of ways. Gallery staff monitors Senate Floor activities and schedule changes, prepares for big events and ceremonies, and researches and assesses all credential applicants in conjunction with the Standing Committee of Correspondents. On any given day, Daily Gallery staff are monitoring and assisting with access on the Capitol's second floor and other locations where news is breaking, facilitating coverage of committee hearings, and answering numerous inquiries about legislation, Floor action, and parliamentary procedure from media and Senate staff. Gallery staff also supports Senators and their communications staff in making information available to the public and generally assisting the press dedicated to covering Congress.

Senate Periodical Press Gallery

The Periodical Press staff focuses much of its effort on credentialing over 1,200 members of the news media who work for non-daily periodicals and online publications, and supporting Senate staff with media arrangements and logistics for Senate activities. For 2013, the Gallery renewed its focus on reviewing new applications for accreditation to the Gallery, as well as the day-to-day credentialing of periodical reporters on Capitol Hill.

Among the ongoing duties of Gallery staff is to monitor news conferences, "stakeouts," Rotunda events, and various other media events in the Capitol and Senate office buildings throughout the year. Staff

continues to help facilitate media logistics at Senate hearings, including confirmation hearings for Cabinetlevel positions and other high-profile hearings. In addition, most Press Secretaries and Communications Directors for Senators and Senate committees utilize the Gallery to help distribute information to members of the periodical press community that they might otherwise miss.

During 2012, Periodical Press Gallery staff expanded its use of online and social media to support its efforts. Gallery staff maintains a daily Senate Floor log on its website; this online log has become a valuable resource to both Gallery members and Senate staff. The log tracks legislative activity, votes, and schedule updates in order to assist reporters covering the Senate and staff monitoring Floor activity. In the past three years, the Gallery's website has attracted nearly 237,000 page views from over 93,000 unique visitors. Traffic to the website continues to grow; the website received nearly twice as many unique visitors in 2012 (42,000) as it did in 2011.

Part of the reason for this increase was the creation of the Periodical Press Gallery's Twitter account: @SenatePPG. Launched on December 3, 2012, the account has more than 1,000 followers. Twitter is proving to be an easy and efficient platform for keeping reporters and Senate up to date on Floor schedules, votes, hearings, and Gallery activity, and Gallery staff is looking to expand its use of social media in the coming year.

Press Photographers' Gallery

The primary role of the Press Photographers Gallery is to credential photographers and to assist at news events throughout Capitol Hill. Unlike the other three Media Galleries, which have counterparts on the House side, Press Photographers' Gallery staff has the unique responsibility of assisting at large news events and hearings in both the Senate and the House of Representatives.

The demand for news images, and the need to get them out almost instantaneously, have increased dramatically in recent years, as Web-based news content has expanded and social media has become an integral part of modern-day news coverage. These radical changes in how events are captured have increased the number of photographers covering Capitol Hill on a daily basis. A decade ago, a "big" event might attract 10 to 12 photographers. Today, it is standard to have 10 photographers at a routine event while a popular hearing will draw between 20 and 30 photographers. Major events, such as the State of the Union, can attract over 50 photographers, and the Press Photographers' Gallery has the responsibility of planning coverage and assigning photographers to specific locations.

Radio and Television Gallery

Members of the broadcast media have unique needs and equipment, and the Senate has developed rules to facilitate broadcast coverage of the institution. The task of ensuring that the broadcast media's needs are met while the Senate's rules are followed falls largely to the staff of the Radio and Television Gallery. Gallery staff works closely with Senate staff and more than 3,700 credentialed members of the electronic media to facilitate coverage of Senate news and events in and around the Capitol. Senate staff relies on the Gallery's personnel for information on legislative business and press conference details in the Gallery's state-of-the-art studio.

Updating the technical infrastructure of Senate committee hearing rooms and other news event locations throughout the Senate campus remains a priority for Gallery staff. Working with other partners, the Radio and TV Gallery is able to ensure broadcast news requirements are met and news is disseminated as quickly as possible. This past year, for example, fiber optic connectivity was installed in room SD-G50 of the Dirksen Senate Office Building. The upgrade supports high definition TV coverage of hearings and news

conferences. Broadcasters recently used the new connectivity in SD-G50 to cover events such as the Armed Services Committee's investigative hearings on the terrorist attack in Benghazi, Libya; the confirmation hearing of Senator Chuck Hagel to be Secretary of Defense; and Senator Dianne Feinstein's news conference on assault weapons.

In addition, technical upgrades to the Senate "swamp" site in the North Legislative Egg supported news coverage of the Supreme Court's historic decision regarding health care. Similarly, the Russell Rotunda media area, also recently upgraded, continued to be heavily used by Senators for interviews with broadcast and cable TV outlets.

Radio and Television Gallery staff also assists Senators in their regular use of the Gallery's studio, located across from the Senate Chamber on the 3rd floor of the Capitol. In 2012, the studio hosted media events relating to raising the debt ceiling, health care legislation and immigration reform. Renovations are currently being discussed to upgrade the Studio's lighting to LED and the audio system, and adding backdrops for conducting exclusive interviews.

INTERNAL COMMUNICATIONS

In this age of instant communications and ongoing security concerns, keeping the Senate community informed has taken on added importance. In 2012, the SAA shifted some personnel to create a small, but highly-focused, Office of Internal Communications (OIC) to streamline communication within the SAA organization and to the rest of the Senate community. OIC provides SAA employees and other members of the Senate community with timely, accurate and useful information that highlights SAA services and furthers efficiency and effectiveness. The office supports consolidated communications; better promotion

and utilization of SAA services; and more clear, consistent and accurate organizational messages, especially for major announcements and "breaking news" affecting the SAA organization. OIC coordinates communication efforts through multiple channels—print, online, and (most recently) social media.

OIC manages and maintains the Notice system, and distributes Notices to the Senate community. During 2012, OIC sent nearly 550 such Notices on a wide range of topics. Also in 2012, the SAA worked to launch an e-Dear Colleague system, in which Senators' messages to their colleagues can now be sent electronically. This system is saving the Senate on printing and paper costs, and is getting information to recipients much faster than the old paper-based distribution system. OIC has sent more than 100 e-Dear Colleague messages since the program began in February 2012.

OIC also performs the important function of reviewing and editing publications that are distributed from the SAA to our employees and to other Senate stakeholders. During 2012, staff reviewed approximately 250 publications for content and grammar. In addition, OIC publishes the *SAA Source*, an employee newsletter which is distributed every other week to more than 900 employees across the SAA organization.

In addition to traditional print and e-mail documents, the OIC also oversees online communications. Over the past year, staff has redesigned, maintained, and continuously updated two important websites: the SAA homepage on Webster, which accessible to the entire Senate community; and the SAA community (intranet) page, which is accessible to SAA employees. Both of these online resources are providing critical and timely information on a variety of topics, and are helping to bring SAA services closer to our customers.

Finally, OIC has worked closely with the Deputy ASAA for Capitol Operations to research, develop, and launch the SAA's initial foray into social media. Like many of our Legislative Branch counterparts, the SAA is using social media to communicate with our employees, customers, and the public, and to receive feedback from them. Social media has become an important element of our everyday communications efforts and has been used successfully during the Inauguration and other special events over the past last year.

In September 2012, the SAA launched our official Twitter account: @SenateSAA. We recently surpassed 1,200 followers, posted more than 1,000 tweets, and have generated in excess of 4,000 hits on the www.senate.gov website as a result of our tweets. The Senate community and the public have responded well since we joined the "Twitter-sphere," as evidenced by the numerous tweets that have been re-tweeted and our growing number of followers. And we are continuing to research other potential social media applications for the SAA organization. For example, we are planning the launch of an SAA Facebook page intended to help highlight the work of our employees and expand the level of engagement with employees, partners, and customers.

SENATE OFFICE OF EDUCATION AND TRAINING

The Senate Office of Education and Training provides training and development opportunities for Senate staff in Washington, D.C., and the states. There are two branches within the office: the Education and Training branch and the Health Promotion branch.

The Education and Training branch offers training opportunities for all Senate staff in areas such as management and leadership development, human resources management, legislative and staff information, new staff and intern orientation, and training support for approved software and equipment used in Washington, D.C., and state offices. This branch also coordinates and provides major training events for state and D.C. staff.

Training and education are delivered through instructor-led classes; one-on-one coaching sessions; specialized vendor-provided training; Internet and computer-based training; webinars; video teleconferencing; informal training and support services; documentation, job aids, and quickcards.

The Health Promotion branch holds seminars, classes, and screenings on health and wellness issues. This branch also coordinates an annual Health Fair for all Senate employees and plans blood drives throughout the year.

Capitol Hill Training

The Office of Education and Training offered over 900 classes and events in 2012, drawing over 9.500 participants. This office's registration desk handled over 25,000 e-mail and phone requests for training and documentation.

We also provided 225 customized training sessions for 610 staff members. These sessions ranged from indepth training of Senate office System Administrators, to conflict resolution, organizational development, and all office meetings for Member offices. We provided individual consultation on website development and office systems training.

We coordinated the Aides for the Senators-Elect training. This consisted of eight sessions with 20 to 30 staff at each session. This orientation will be continued in 2013.

The Senate's Intern Program is also a focus of the office. We provide training for intern coordinators as well as ten orientation and training sessions for approximately 1,500 interns.

State Office Training

The Office of Education and Training provided 94 learning opportunities to state offices for which 2,625 state staff registered. Our office continues to offer the State Training Fair Program and video teleconferencing and webinars as a means to train state staff. In 2012 a session of a State Training Fair was attended by 32 state staff. We held our first virtual state training fair in the fall. We held 20 sessions attended by 120 state staff. We also conducted the State Directors Forum, which was attended by 32 state Administrative Managers and Directors, and a Constituent Services Forum attended by 58 state staff. We held a conference for outreach staff that was attended by 48 staff. Additionally, the office offered 10 video teleconferencing classes, attended by 110 state staff registered, and offered 25 webinars that were attended by over 200.

We provide over 4,000 Internet-based training courses covering technical, performance, and language skills and an online research library of 19,900 publications. This allows staff in both D.C. and the states to take training at their convenience. To date, 826 D.C. and state office staff have registered and accessed 1,780 different lessons and publications using this training option. Education and Training also provides over 100 Senate-specific self-paced lessons that have been accessed over 4,800 times.

In the Health Promotion area, 2,200 staff participated in 60 health promotion activities throughout the year. These activities included lung function and kidney screenings, eight blood drives, seminars on health-

related topics, and the Annual Senate Health Fair. We also coordinate Weight Watchers, Yoga, and Pilates sessions using the revolving fund for health promotion.

We continue to develop job-specific training and resources for Senate staff. Currently we are developing training for Legislative Directors, Legislative Correspondents, Schedulers, and Chief Clerks. We successfully trained each office in the Senate on the use of the new Watson phone system. We used a variety of learning methods, including online, documentation, classroom, and individual coaching.

We recently deployed a new Learning Management System. This provides Senate staff with a user-friendly method for finding and registering for training. It has become a part of our Education and Training portal, which provides a variety of means for staff to obtain the training and documentation they need.

In the coming year, we will expand online training options for Hill and state staff. We are planning for additional training for security and mental well-being in the state offices, job-specific training and, as the need arises, training on Floor policy and procedures.

Cost Saving Impacts:

The Office of Education and Training continues to look for ways to use technology to enhance customer service while at the same time reduce costs. Recently, for example, we eliminated all printed announcements and calendars in favor of online and electronic documents. We have expanded our offerings of video teleconferencing and webinars to include state and D.C. offices. We continue to add self-paced training modules to our catalog to allow state and D.C. staff to learn at their own time and place. Our Virtual State Training Fair has reduced travel costs to the state offices, yet provides a method of sharing ideas and training among the state offices. Our new Learning Center, created by SAA staff, reduces he support costs of our commercially-purchased system

EMPLOYEE ASSISTANCE PROGRAM

Our Employee Assistance Program (EAP) continues to offer a variety of services to staff, and their family members, Pages and interns. In 2012, nearly 1 in 20 Senate employees utilized the services of an EAP counselor; 254 employees took a mental health on-line screening; 2,740 employees attended an EAP training activity; and 2,220 employees accessed resources for personalized information and referrals addressing childcare, parenting, adult care, aging, education, legal concerns, or financial issues.

Early problem recognition and referral is a critical component of the EAP. To that end, EAP counselors work closely with Senate managers and supervisors. Through presentations, handouts, and individual consultations, the EAP supports managers and supervisors who are addressing challenging employee or staff issues. In 2012, EAP consulted with 252 managers or supervisors.

An invaluable characteristic and goal of EAP services is to utilize outreach to effectively serve our client base. Working toward this goal in 2012, EAP hired an Administrative Specialist to act as an accessible

resource liaison to the Senate community. Among other tasks, this position provides administrative support to the EAP counselors and works to enhance resource development and program outreach for our clients. In addition, EAP continued to update materials on a wide array of mental health topics while offering a variety of time-sensitive and community-focused training programs, including video teleconferencing programs for state offices. Last year EAP also continued to hone, expand, and utilize the skills of the 32-member Senate Peer Support Team through a series of presentations, trainings, and informational lectures.

With regard to specific incidents in 2012, the EAP responded to a multitude of events, including the emotional needs and concerns that arose from those impacted by Hurricanes Sandy and Isaac; the Aurora, Colorado, and Newton, Connecticut, shooting tragedies; threatening mail incidents; the death of Senator Inouye; the deaths of employees and the family members of employees; and employees and offices who requested support after other critical incidents.

Appendix A

Fiscal Year 2014 Budget Request

Attachment I

FINANCIAL PLAN FOR FISCAL YEAR 2014

Office of the Sergeant at Arms - United States Senate

Executive Summary

Dollar amounts in Thousands			FY 2014 vs. FY 2013	
	FY 2013 Budget	FY 2014 Request	\$ Amount	% Incr/Decr
General Operations & Maintenance				
Salaries	\$69,182	\$68,000	(\$1,182)	-1.7%
Expenses	\$75,353	\$74,230	(\$1,123)	-1.5%
Total General Operations & Maintenance	\$144,535	\$142,230	(\$2,305)	-1.6%
Mandated Allowances & Allotments	\$41,505	\$40,254	\$(1,251)	-3.0%
Capital Investment	\$1,041	\$0	(\$1,041)	-100.0%
Nondiscretionary Items	\$5,985	\$5,516	(\$469)	-7.8%
TOTAL	\$193,066	\$188,000	(\$5,066)	-2.6%
Staffing	936	907	(29)	-3.1%

To ensure that we provide the highest levels and quality of security, support services, and equipment, we submit a Fiscal Year 2014 budget request of \$188,000,000, a decrease of \$5,066,000 or 2.6% compared to Fiscal Year 2013. The salary budget request is \$68,000,000, a decrease of \$1,182,000 or 1.7%, and the expense budget request is \$120,000,000, a decrease of \$3,884,000 or 3.1%. The staffing request is 907.

We present our budget in four categories: General Operations and Maintenance (Salaries and Expenses), Mandated Allowances and Allotments, Capital Investment, and Nondiscretionary Items.

- The **general operations and maintenance salaries** budget request is \$68,000,000, a decrease of \$1,182,000 or 1.7% compared to FY 2013.
- The **general operations and maintenance expenses** budget request for existing services is \$74,230,000, a decrease of \$1,123,000 or 1.5% compared to FY 2013.
- The **mandated allowances and allotments** budget request is \$40,254,000, a decrease of \$1,251,000 or 3.0% compared to FY 2013. This budget supports state office rents, \$17,079,000; purchase of computer and office equipment, \$10,118,000; voice and data communications for Washington, D.C. and state offices, \$7,233,000; procurement and maintenance of member office constituent services systems, \$3,686,000; wireless services and equipment, \$1,082,000; and state office security enhancements, \$701,000.
- No **capital investments** are requested in FY 2014.
- The **nondiscretionary items** budget request is \$5,516,000, a decrease of \$469,000 or 7.8% compared to FY 2013. The request funds projects that support the Secretary of the Senate: contract maintenance for the Financial Management Information System, \$2,813,000; support for the payroll system, \$2,308,000; and maintenance and necessary enhancements to the Legislative Information System, \$395,000.